



Getting Started

rp5800, rp5700 and rp3000 Models

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About This Book

 **WARNING!** Text set off in this manner indicates that failure to follow directions could result in bodily harm or loss of life.

 **CAUTION:** Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.

 **NOTE:** Text set off in this manner provides important supplemental information.

Accessing User Guides and HP Diagnostics (Windows systems)

The menu and books are displayed in the language chosen during initial system setup or as specified later in the Windows Regional Settings. If the Regional Settings do not match one of the supported languages, the menu and books are displayed in English.

To access HP user guides:

- ▲ Select **Start > All Programs > HP User Manuals**.

To access Vision Diagnostics:

- ▲ Refer to *Accessing Vision Diagnostics* in this guide.

To access the *Safety and Comfort Guide*:

- ▲ Select **Start > All Programs > HP Safety and Comfort Guide**.

How to Check Warranty and Support Entitlement

Your warranty is available on the hard drive (some models). To access your warranty:

- ▲ Select **Start > All Programs > Warranty**

You may check your warranty entitlement by entering your product model number and serial number at:

<http://www.hp.com/support/warranty-lookuptool>

HP Care Pack Services registration can be checked at:

<http://www.hp.com/go/lookuptool/>


Table of contents


Getting Started	1
Installing and Customizing the Software	1
Installing the Windows Operating System	1
Downloading Microsoft Windows Updates	1
Installing or Upgrading Device Drivers (Windows systems)	2
Customizing the Monitor Display (Windows systems)	2
Accessing Disk Image (ISO) Files	2
Protecting the Software	2
Vision Diagnostics (Windows systems)	3
Accessing Vision Diagnostics (Windows systems)	3
Downloading the Latest Version of Vision Diagnostics	4
Turning Off the Computer	4
Finding More Information	4
Before You Call for Technical Support	5
Helpful Hints	6
Basic Troubleshooting	7
Interpreting POST Diagnostic Front Panel LEDs and Audible Codes	7
Restore and Recovery	7
Microsoft System Restore	7
System Recovery	8
System Recovery Options	8
System Recovery from the Windows 7 Start Menu	8
System Recovery at System Startup	9
System Recovery from Recovery Media	10
Recovery Media	10
Choosing Recovery Media	11
Creating Recovery Media	11
Using, Updating, and Maintaining Your PC (Windows 7 Systems)	12

Getting Started

Installing and Customizing the Software


If your computer was not shipped with a Microsoft operating system, some portions of this documentation do not apply. Additional information is available in online help after you install the operating system.


 **NOTE:** If the computer was shipped with Windows 7 loaded, you will be prompted to register the computer with HP Total Care before installing the operating system. You will see a brief movie followed by an online registration form. Fill out the form, click the **Begin** button, and follow the instructions on the screen.

 **CAUTION:** Do not add optional hardware or third-party devices to the computer until the operating system is successfully installed. Doing so may cause errors and prevent the operating system from installing properly.

Installing the Windows Operating System

The first time you turn on the computer, the operating system is installed automatically. This process takes about 5 to 10 minutes, depending on which operating system is being installed. Carefully read and follow the instructions on the screen to complete the installation.

 **CAUTION:** Once the automatic installation has begun, DO NOT TURN OFF THE COMPUTER UNTIL THE PROCESS IS COMPLETE. Turning off the computer during the installation process may damage the software that runs the computer or prevent its proper installation.

 **NOTE:** If the computer shipped with more than one operating system language on the hard drive, the installation process could take up to 60 minutes.

Downloading Microsoft Windows Updates

1. To set up your Internet connection, click **Start > Internet Explorer** and follow the instructions on the screen.
2. Once an Internet connection has been established, click the **Start** button.
3. Select the **All Programs** menu.
4. Click on the **Windows Update** link.

In Windows 7, the **Windows Update** screen appears. Click **view available updates** and make sure all critical updates are selected. Click the **Install** button and follow the instructions on the screen.

In Windows XP, you will be directed to the **Microsoft Windows Update Web site**. If you see one or more pop-up windows that ask you to install a program from <http://www.microsoft.com>, click **Yes** to install the program. Follow the instructions on the Microsoft Web site to scan for updates and install critical updates and service packs.

It is recommended that you install all of the critical updates and service packs.

5. After the updates have been installed, Windows will prompt you to reboot the machine. Be sure to save any files or documents that you may have open before rebooting. Then select **Yes** to reboot the machine.

Installing or Upgrading Device Drivers (Windows systems)

When installing optional hardware devices after the operating system installation is complete, you must also install the drivers for each of the devices.

If prompted for the i386 directory, replace the path specification with `C:\i386`, or use the **Browse** button in the dialog box to locate the i386 folder. This action points the operating system to the appropriate drivers.

Obtain the latest support software, including support software for the operating system from <http://www.hp.com/support>. Select your country and language, select **Download drivers and software (and firmware)**, enter the model number of the computer, and press [Enter](#).

Customizing the Monitor Display (Windows systems)

If you wish, you can select or change the monitor model, refresh rates, screen resolution, color settings, font sizes, and power management settings. To do so, right-click on the Windows Desktop, then click **Personalize** in Windows 7 or **Properties** in Windows XP to change display settings. For more information, refer to the online documentation provided with the graphics controller utility or the documentation that came with your monitor.

Accessing Disk Image (ISO) Files

There are disk image files (ISO files) included on your PC that contain the installation software for additional software. These CD image files are located in the folder `C:\SWSetup\ISOs`. Each .iso file can be burned to CD media to create an installation CD. It is recommended that these disks be created and the software installed in order to get the most from your PC. The software and image file names are:


- HP Insight Diagnostics OR Vision Diagnostics – software to perform diagnostic activities on your PC

Protecting the Software

To protect the software from loss or damage, keep a backup copy of all system software, applications, and related files stored on the hard drive. Refer to the operating system or backup utility documentation for instructions on making backup copies of your data files.

If you cannot create system recovery CDs or DVDs, you can order a recovery disk set from the HP support center. To obtain the support center telephone number for your region see <http://www.hp.com/support/contactHP>.

Vision Diagnostics (Windows systems)


 **NOTE:** Vision Diagnostics is included on CD with some computer models only.

The Vision Diagnostics utility allows you to view information about the hardware configuration of the computer and perform hardware diagnostic tests on the subsystems of the computer. The utility simplifies the process of effectively identifying, diagnosing, and isolating hardware issues.

The Survey tab is displayed when you invoke Vision Diagnostics. This tab shows the current configuration of the computer. From the Survey tab, there is access to several categories of information about the computer. Other tabs provide additional information, including diagnostic test options and test results. The information in each screen of the utility can be saved as an html file and stored on a diskette or USB flash drive.


Use Vision Diagnostics to determine if all the devices installed on the computer are recognized by the system and functioning properly. Running tests is optional but recommended after installing or connecting a new device.

You should run tests, save the test results, and print them so that you have printed reports available before placing a call to the Customer Support Center.

 **NOTE:** Third party devices may not be detected by Vision Diagnostics.


Accessing Vision Diagnostics (Windows systems)

To access Vision Diagnostics, you must burn the utility onto a CD then boot to the CD. It can also be downloaded from <http://www.hp.com> and burned to a CD. See [Downloading the Latest Version of Vision Diagnostics on page 4](#) for more information.


 **NOTE:** Vision Diagnostics is included with some computer models only.

If you have already downloaded Vision Diagnostics to a CD, then begin the following procedure at step 2.

1. In Windows Explorer, go to **C:\SWSetup\ISOs** and burn the file **Vision Diagnostics.ISO** to a CD.
2. While the computer is on, insert the CD into an optical drive on the computer.
3. Shut down the operating system and turn off the computer.
4. Turn on the computer. The system will boot into Vision Diagnostics.

 **NOTE:** If the system does not boot to the CD in the optical drive, you may need to change the boot order in the Computer Setup utility. Refer to the *Maintenance and Service Guide* (English only) for more information.

5. At the boot menu, select either the **Vision Diagnostics** utility to test the various hardware components in the computer or the **HP Memory Test** utility to test memory only.

 **NOTE:** The HP Memory Test is a comprehensive memory diagnostic utility that is run as a stand-alone application, outside of Vision Diagnostics.

6. If running **Vision Diagnostics**, select the appropriate language and click **Continue**.
7. In the End User License Agreement page, select **Agree** if you agree with the terms. The Vision Diagnostics utility launches with the Survey tab displayed.

Downloading the Latest Version of Vision Diagnostics

1. Go to <http://www.hp.com>.
2. Click the **Support & Drivers** link.
3. Select **Download drivers and software (and firmware)**.
4. Enter your product name in the text box and press the **Enter** key.
5. Select your specific computer model.
6. Select your OS.
7. Click the **Diagnostic** link.
8. Click the **Vision Diagnostics** link.
9. Click the **Download** button.



NOTE: The download includes instructions on how to create the bootable CD.

Turning Off the Computer

To properly turn off the computer, first shut down the operating system software. In Windows 7 and Windows XP Professional, click **Start > Shut Down**. In Windows XP Home, click **Start > Turn Off Computer**.

Depending on the operating system, pressing the power button may cause the computer to enter a low-power or “standby” state instead of automatically turning the power off. This allows you to conserve energy without closing software applications; later, you can start using the computer immediately without having to restart the operating system and without losing any data.



CAUTION: Manually forcing the computer off will cause the loss of any unsaved data.

To force the computer off manually and bypass the “standby state,” press and hold the power button for four seconds.

On some models, you can reconfigure the power button to work in On/Off mode by running Computer Setup. Refer to the *Maintenance and Service Guide* (English only) for more information about using the Computer Setup utility.

Finding More Information

The following publications are available on the computer hard drive. To access the publications, select **Start > All Programs > HP User Manuals**.




NOTE: Not all of the publications listed are included on all models.

- *Getting Started*—Helps you connect the computer and peripheral devices and set up factory-provided software; also includes basic troubleshooting information should you encounter any problems during initial startup.
- *Hardware Reference Guide*—Provides an overview of the product hardware, as well as instructions for upgrading this series of computers; includes information on RTC batteries, memory, and power supply.

- *Maintenance and Service Guide* (English only)—Provides information on parts removal and replacement, troubleshooting, Desktop Management, setup utilities, safety, routine care, connector pin assignments, POST error messages, diagnostic indicator lights and error codes.
- *Safety & Regulatory Information Guide*—Provides safety and regulatory information that ensures compliance with U.S., Canadian, and various international regulations.

Before You Call for Technical Support

 **WARNING!** When the computer is plugged into an AC power source, voltage is always applied to the system board. To reduce the risk of personal injury from electrical shock and/or hot surfaces, be sure to disconnect the power cord from the wall outlet and allow the internal system components to cool before touching.

If you are having problems with the computer, try the appropriate solutions below to try to isolate the exact problem before calling for technical support.

- Run the diagnostics utility. Refer to [Vision Diagnostics \(Windows systems\) on page 3](#) for more information.
- Run the Drive Protection System (DPS) Self-Test in Computer Setup. Refer to the *Maintenance and Service Guide* (English only) for more information.



NOTE: The Drive Protection System (DPS) Self-Test software is available on some models only.

- Check the power LED on the front of the computer to see if it is flashing or listen for a series of beeps emanating from the computer. The flashing lights and/or beeps are error codes that will help you diagnose the problem. Refer to the *Maintenance and Service Guide* (English only) for details.
- If the screen is blank, plug the monitor into a different video port on the computer if one is available. Or, change out the monitor with a monitor that you know is functioning properly.
- If you are working on a network, plug another computer with a different cable into the network connection. There may be a problem with the network plug or cable.
- If you recently added new hardware, remove the hardware and see if the computer functions properly.
- If you recently installed new software, uninstall the software and see if the computer functions properly.
- Boot the computer to the Safe Mode to see if it will boot without all of the drivers loaded. When booting the operating system, use “Last Known Configuration.”
- Refer to the comprehensive online technical support at <http://www.hp.com/support>.
- Refer to [Helpful Hints on page 6](#) in this guide for more general suggestions.
- Refer to the comprehensive *Maintenance and Service Guide* (English only) for more detailed information.

To assist you in resolving problems online, HP Instant Support Professional Edition provides you with self-solve diagnostics. If you need to contact HP support, use HP Instant Support Professional Edition's online chat feature. Access HP Instant Support Professional Edition at: <http://www.hp.com/go/ispe>.

Access the Business Support Center (BSC) at <http://www.hp.com/go/bizsupport> for the latest online support information, software and drivers, proactive notification, and worldwide community of peers and HP experts.

If it becomes necessary to call for technical assistance, be prepared to do the following to ensure that your service call is handled properly:

- Be in front of your computer when you call.
- Write down the computer serial number and product ID number, and the monitor serial number before calling.
- Spend time troubleshooting the problem with the service technician.
- Remove any hardware that was recently added to your system.
- Remove any software that was recently installed.




NOTE: For sales information and warranty upgrades (HP Care Pack), call your local authorized service provider or dealer.

Helpful Hints

If you encounter problems with the computer, monitor, or software, see the following list of general suggestions before taking further action:

- Check that the computer and monitor are plugged into a working electrical outlet.
- Check to see that the voltage select switch (some models) is set to the appropriate voltage for your region (115V or 230V).
- Check to see that the computer is turned on and the power light is on.
- Check to see that the monitor is turned on and the monitor light is on.
- Turn up the brightness and contrast controls of the monitor if the monitor is dim.
- Press and hold any key. If the system beeps, then the keyboard should be operating correctly.
- Check all cable connections for loose connections or incorrect connections.
- Wake the computer by pressing any key on the keyboard or pressing the power button. If the system remains in suspend mode, shut down the computer by pressing and holding the power button for at least four seconds. Then press the power button again to restart the computer. If the system will not shut down, unplug the power cord, wait a few seconds, then plug it in again. The computer will restart if automatic start on power loss is set in Computer Setup. If it does not restart, press the power button to start the computer.
- Reconfigure your computer after installing a non-plug and play expansion board or other option.
- Be sure that all the needed device drivers have been installed. For example, if you are using a printer, you need a driver for that model printer.
- Remove all bootable media (diskette, CD, or USB device) from the system before turning it on.

- If you have installed an operating system other than the factory-installed operating system, check to be sure that it is supported on the system.
- If the system has multiple video sources (embedded, PCI, or PCI-Express adapters) installed (embedded video on some models only) and a single monitor, the monitor must be plugged into the monitor connector on the source selected as the primary input source. During boot, the other monitor connectors are disabled and if the monitor is connected into these ports, the monitor will not function. You can select which source will be the default input source in Computer Setup.

 **CAUTION:** When the computer is plugged into an AC power source, there is always voltage applied to the system board. You must disconnect the power cord from the power source before opening the computer to prevent system board or component damage.

Basic Troubleshooting

You can find troubleshooting information in the comprehensive *Maintenance and Service Guide* (English only) available under the reference library at <http://www.hp.com/support>. Select your country and language, select **See support and troubleshooting information**, enter the model number of the computer, and press **Enter**.


Interpreting POST Diagnostic Front Panel LEDs and Audible Codes

If you see flashing LEDs on the front of the computer or if you hear beeps, see the *Maintenance and Service Guide* (English only) for interpretation and recommended action.

Restore and Recovery

Microsoft System Restore

If you have a problem that might be due to software that was installed on your computer, use System Restore to return the computer to a previous restore point. You can also set restore points manually.

 **NOTE:** Always use this System Restore procedure before you use the System Recovery program.

NOTE: Some features might not be available on systems that are shipped without a version of Microsoft Windows.

To start a System Restore:

1. Close all open programs.
2. Click the **Start** button, right-click **Computer**, and then click **Properties**.
3. Click **System protection**, **System Restore**, click **Next**, and then follow the onscreen instructions.


To add restore points manually:

1. Close all open programs.
2. Click the **Start** button, right-click **Computer**, click **Properties**, and then click **System protection**.

3. Under **Protection Settings**, select the disk for which you want to create a restore point.
4. Click **Create**, and then follow the onscreen instructions.

System Recovery


System Recovery completely erases and reformats the hard disk drive, deleting all data files you have created, and then reinstalls the operating system, programs, and drivers. However, you must reinstall any software that was not installed on the computer at the factory. This includes software that came on media included in the computer accessory box, and any software programs you installed after purchase.

 **NOTE:** Always use the System Restore procedure before you use the System Recovery program. See [Microsoft System Restore on page 7](#).

NOTE: Some features might not be available on systems that are shipped without a version of Microsoft Windows.

You must choose one of the following methods to perform a System Recovery:

- **Recovery Image** — Run the System Recovery from a recovery image stored on your hard disk drive. The recovery image is a file that contains a copy of the original factory-shipped software. To perform a System Recovery from a recovery image, see [System Recovery from the Windows 7 Start Menu on page 8](#).

 **NOTE:** The recovery image uses a portion of the hard disk drive that cannot be used for data storage.


- **Recovery Media** — Run the System Recovery from recovery media that you created from files stored on your hard disk drive or purchased separately. To create recovery media, see [Recovery Media on page 10](#).

System Recovery Options

You should attempt a System Recovery in the following order:

1. Through the hard disk drive, from the Windows 7 Start menu.
2. Through the hard disk drive, by pressing the **F11** key on the keyboard during system startup.
3. Through recovery media that you create.
4. Through recovery discs purchased from HP Support. To purchase recovery discs, visit <http://www.hp.com/support>.

System Recovery from the Windows 7 Start Menu

 **CAUTION:** System Recovery deletes all data and programs you created or installed. Back up any important data to a removable disc or USB flash drive.

If the computer is working and Windows 7 is responding, use these steps to perform a System Recovery.

1. Turn off the computer.
2. Disconnect all peripheral devices from the computer except the monitor, keyboard, and mouse.
3. Turn on the computer.

4. Click the **Start** button, click **All Programs**, click **Recovery Manager**, and then click **Recovery Manager**. If prompted, click **Yes** to allow the program to continue.
5. Under **I need help immediately**, click **System Recovery**.
6. Select **Yes**, and then click **Next**. Your computer restarts.



NOTE: If your system does not detect a recovery partition, it prompts you to insert recovery media. Insert the disc or USB flash drive, select **Yes**, and then click **Next** to restart the computer and run Recovery Manager from the recovery disc or the recovery USB flash drive. If using discs, insert the next system recovery disc when prompted.

7. When the computer restarts, you will see the Recovery Manager welcome screen again. Under **I need help immediately**, click **System Recovery**. If you are prompted to back up your files, and you have not done so, select **Back up your files first (recommended)**, and then click **Next**. Otherwise, select **Recover without backing up your files**, and then click **Next**.
8. System Recovery begins. After System Recovery is complete, click **Finish** to restart the computer.
9. Complete the registration process, and wait until you see the desktop.
10. Turn off the computer, reconnect all peripheral devices, and turn the computer back on.

System Recovery at System Startup




CAUTION: System Recovery deletes all data and programs you created or installed. Back up any important data to a removable disc or USB flash drive.

If Windows 7 is not responding, but the computer is working, follow these steps to perform a System Recovery.

1. Turn off the computer. If necessary, press and hold the Power button until the computer turns off.
2. Disconnect all peripheral devices from the computer, except the monitor, keyboard, and mouse.
3. Press the Power button to turn on the computer.
4. As soon as you see the initial company logo screen appear, repeatedly press the **F11** key on your keyboard until the *Windows is Loading Files...* message appears on the screen.
5. Under **I need help immediately**, click **System Recovery**.
6. If you are prompted to back up your files, and you have not done so, select **Back up your files first (recommended)**, and then click **Next**. Otherwise, select **Recover without backing up your files**, and then click **Next**.
7. System Recovery begins. After System Recovery is complete, click **Finish** to restart the computer.
8. Complete the registration process, and wait until you see the desktop.
9. Turn off the computer, reconnect all peripheral devices, and turn the computer back on.

System Recovery from Recovery Media

 **CAUTION:** System Recovery deletes all data and programs you created or installed. Back up any important data to a removable disc or USB flash drive.


To create recovery media, see [Recovery Media on page 10](#).

To perform a System Recovery using recovery media:

1. If the computer is working, create a backup DVD or backup USB flash drive containing all the data files you want to save, and then remove the backup media from the computer.
2. If using recovery disc, insert recovery disc #1 into the DVD drive tray, and close the tray. If using a recovery USB flash drive, insert it into a USB port.
3. If the computer works, click the **Start** button, and then click **Shut Down**. Or, if the computer is not responding, press and hold the Power button for approximately 5 seconds, or until the computer turns off.
4. Disconnect all peripheral devices from the computer except the monitor, keyboard, and mouse.
5. Press the Power button to turn on the computer. If you are using a recovery DVD, the computer will automatically run Recovery Manager from the disc. Skip to step 7.
6. If you are running System Recovery from a USB flash drive, press the **Esc** key as the computer is powering on to bring up the boot menu. Use the arrow keys to select the USB device and press **Enter** to boot from that device.
7. If the Recovery Manager asks if you want to run System Recovery from Media or Hard Drive, select **Media**. On the Welcome screen, under **I need help immediately**, click **Factory Reset**.
8. If you are prompted to back up your files, and you have not done so, select **Back up your files first (recommended)**, and then click **Next**. Otherwise, select **Recover without backing up your files**, and then click **Next**.
9. If you are prompted to insert the next recovery disc, do so.
10. When the Recovery Manager is finished, remove all recovery discs or the recovery USB flash drive from the system.
11. Click **Finish** to restart the computer.

Recovery Media

You should create a set of recovery discs or a recovery USB flash drive from the recovery image stored on your hard disk drive. This image contains the operating system and software program files that were originally installed on your computer at the factory. You can create only one set of recovery discs, or one recovery USB flash drive, for your computer. The recovery discs, or the recovery USB flash drive, can be used *only* with this computer. Store the recovery discs, or the recovery USB flash drive, in a safe place.

 **NOTE:** Some features might not be available on systems that are shipped without a version of Microsoft Windows.

Choosing Recovery Media

- To create recovery discs, your computer must have a DVD writer, and you must use only high-quality blank DVD+R or DVD-R discs.



NOTE: You *cannot* use CDs or DVD+RW, DVD-RW, DVD+RW DL, DVD-RW DL, DVD+R DL, or DVD-R DL discs to create recovery discs.

- You have the option of creating a recovery USB flash drive instead, using a high-quality blank USB drive.
- If you are creating recovery discs, be sure to use high-quality discs. It is normal for discs to be rejected if they are not defect-free. You will be prompted to insert a new blank disc to try again.
- The number of discs in the recovery-disc set depends on your computer model (typically 3–6 DVD discs). The Recovery Media Creation program tells you the specific number of blank discs needed to make the set. If you are using a USB flash drive, the program will tell you the size of the drive required to store all the data (minimum of 8 GB).



NOTE: The process of creating recovery discs, or a recovery USB drive, takes some time to verify that the information written on the disc, or USB flash drive, is correct. You can quit the process at any time. The next time you run the program, it resumes where it left off.

Creating Recovery Media

To create recovery discs:

1. Close all open programs.
2. Click the **Start** button, click **All Programs**, click **Recovery Manager**, and then click **Recovery Media Creation**. If prompted, click **Yes** to allow the program to continue.
3. Click **Create recovery media using blank DVD(s)**, and then click **Next**.
4. Follow the onscreen instructions. Label each disc as you make it (for example, Recovery 1, Recovery 2).

To create a recovery USB flash drive:

1. Close all open programs.
2. Insert the USB flash drive into a USB port on the computer.
3. Click the **Start** button, click **All Programs**, click **Recovery Manager**, and then click **Recovery Media Creation**.
4. Click **Create recovery media with a USB flash drive**, and then click **Next**.
5. Select the USB flash drive from the list of media. The program will let you know how much storage is required to create the recovery drive. If the USB flash drive does not have enough storage capacity (8 GB is the minimum), it will be grayed out on the screen. Click **Next**.



NOTE: Recovery Media Creation formats the flash drive and deletes all files on it.

6. Follow the onscreen instructions. Make sure to label the USB flash drive and store it in a secure place.



NOTE: Do not use media cards for creating recovery media. The system may not be able to boot up from a media card and you may not be able to run system recovery.

Using, Updating, and Maintaining Your PC (Windows 7 Systems)

Systems with Windows 7 provide a centralized location to easily manage your PC, including the following:

- View or change your computer name and other system settings
- Add a device or printer and change other system settings
- Get help and support for your specific model
- Install HP support software for your computer
- Purchase supplies and accessories for your computer

To access the centralized PC management location, click **Start > Devices and Printers** then double-click on the picture of your PC.